

ORGANIZATION DEVELOPMENT

HR Training & Development Schedule FY 2011: January - June

The following HR training and development courses are currently available for registration during FY 2011. Each course is supplemented by State Personnel Administration scholarships and only cost a registration fee of \$99.00 (for full-day courses) or \$49 (for half-day courses); registration includes course materials unless otherwise indicated. *Closed and on-site courses available upon agency request.*

PERFORMANCE MANAGEMENT

| COURSE TITLE | DATES |
|--|--|
| Managing Employee Performance A full-day course for managers | January 10, March 7 & May 9 <i>1 session per day</i> |
| ePerformance for Managers A half-day course for managers | January 11 & April 5 <i>2 sessions per day (AM or PM)</i> |
| ePerformance HR System Administrator A full-day course for HR Administrators | January 12 & April 6 <i>1 session per day</i> |

UNLAWFUL HARASSMENT AND DISCRIMINATION

| COURSE TITLE | DATES |
|---|---|
| For Managers A half-day course for managers | January 13, March 10 & May 12 <i>2 sessions per day (AM or PM)</i> |
| For Employees A half-day course for employees | January 14, March 11 & May 13 <i>2 sessions per day (AM or PM)</i> |

ETHICS & ACCOUNTABILITY IN THE PUBLIC SECTOR

| COURSE TITLE | DATES |
|---|---|
| For Managers A half-day course for managers | February 8 & June 7 <i>2 sessions per day (AM or PM)</i> |
| For Employees A half-day course for employees | February 9 & June 8 <i>2 sessions per day (AM or PM)</i> |

DEVELOPING PEOPLE

| COURSE TITLE | DATES |
|---|--|
| For Managers A full-day course for managers | February 7, April 4 & June 6 <i>1 session per day</i> |

CREATING A POSITIVE, PRODUCTIVE AND SUCCESSFUL WORK ENVIRONEMNT: APPROACHES FOR ENHANCING WORKPLACE RELATIONS

| COURSE TITLE | DATES |
|---|--|
| For Managers A half-day course for managers | March 8 & May 10 <i>2 sessions per day (AM or PM)</i> |
| For Employees A half-day course for employees | March 9 & May 11 <i>2 sessions per day (AM or PM)</i> |

DIVERSITY 101

| COURSE TITLE | DATES |
|---|--|
| For Managers A half-day course for managers | February 10, April 7 & June 9 <i>2 sessions per day (AM or PM)</i> |
| For Employees A half-day course for employees | February 11, April 8 & June 10 <i>2 sessions per day (AM or PM)</i> |

All classes will be held at the State Personnel Administration, located at 1916 West Tower (Floyd Memorial Veterans Building), 2 Martin Luther King, Jr. Drive SE, Atlanta, Georgia, 30334.

Full-day courses begin at 8:30 a.m. and conclude at 4:30 p.m. (includes a one-hour lunch break); half-day courses are offered in the morning (9 a.m. to 12 p.m.) and in the afternoon (1 to 4 p.m.). Course descriptions are attached.

If you should have any questions, please do not hesitate to contact Craig Southern (craig.southern@spa.ga.gov) directly at 404-657-2151.



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| <h2>Course Descriptions</h2> |
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Managing Employee Performance

Managers

Full-Day Course

*This course presents managers and supervisors with an overview of the fundamentals of the Georgia Performance Management Process, including a familiarization with the functions and phases essential for managing employee performance. Course focus is on the four-phase model, central to the Georgia Performance Management Process, encompassing planning, coaching, evaluating and recognizing performance of employees. Managers and supervisors are provided tips, tools and techniques for developing and communicating employee performance expectations, giving performance feedback, conducting performance meetings, evaluating employee performance, strategizing performance improvement and professional development opportunities and more. **This course includes an overview of the ePerformance process and system tool.***

ePerformance for Managers

Managers

Half-Day Course

*This course provides managers and supervisors with a hands-on exposure to the ePerformance process and system tool as utilized in the Georgia Performance Management Process, including a familiarization with the functions and phases essential for managing employee performance. Course focus is on application of the four-phase model, central to the Georgia Performance Management Process, using the ePerformance process and system tool for planning, coaching, evaluating and recognizing performance of employees. Managers and supervisors are provided a demonstration of the ePerformance system tool via the four-phase model for managing employee performance. **Knowledge of the Georgia Performance Management Process is recommended for enrollment in this course.***

ePerformance HR System Administrator

HR Administrators

Full-Day Course

*This course prepares agency HR professionals to function in an administrative capacity in support of the ePerformance process and system tool as part of the Georgia Performance Management process at the agency level. Training includes familiarization with the ePerformance system and tool via system flow and recommended timelines, pre-planning activities, document creation, planning and evaluation phases, reports, troubleshooting and best practices. Course focus is on agency administration of the ePerformance system. A structured demonstration of the ePerformance system from an HR Administrator perspective is presented. **Knowledge of the Georgia Performance Management Process is recommended for enrollment in this course.***

Unlawful Harassment and Discrimination

Managers

Half-Day Course

This course provides managers and supervisors with strategies for ensuring and maintaining a workplace that is free from unlawful harassment and discrimination. An overview of the responsibilities of managers and supervisors in recognizing, handling and preventing unlawful harassment or discrimination in the workplace is covered. Best practices and techniques for proactively avoiding and resolving unlawful harassment and discrimination, or other similar inappropriate conduct, is also included.

Employees

Half-Day Course

This course is designed to clarify for employees the range of behaviors which can be considered as unlawful harassment and discrimination. A discussion on other similar inappropriate conduct is also included. Employees learn how to recognize and resolve unlawful harassment and discrimination in the workplace in a proactive manner.

Ethics & Accountability in the Public Sector

Managers

Half-Day Course

This course highlights the role that managers and supervisors play in fostering good governance and sound public administration. Managers and supervisors examine their own standards for ethics and accountability in regard to the impact to employees, and the public sector, and learn how to function at a level that is conducive to ensuring and safeguarding the public trust. Techniques and strategies are also discussed that managers and supervisors can use to promote ethical and accountable behavior among employees, including how to identify areas of employee-specific improvement needs that create a culture of ethics and accountability in the public sector.

Employees

Half-Day Course

This course provides employees with an understanding of how their behavior impacts the public's trust, as well as that of their colleagues. Examination of workplace behaviors, specifically those based upon individual codes of ethics and standards of accountability are discussed, along with the formulation of strategies and processes that contribute to ethical decision making that safeguards the accountability of public sector employees.

Developing People

Managers

Full-Day Course

This course is designed to assist managers and supervisors in developing people on an everyday basis, with an overall purpose for helping their employees achieve their professional potential. Managers and supervisors discover how to accelerate the development of the people who report to them, learn about their own style of developing employees through case studies, use the appropriate style for developing their employees based upon competence in specific situations and tasks and conduct a management review and development meeting with their employees.

Creating a Positive, Productive and Successful Work Environment: Approaches for Enhancing Workplace Relations

Managers

Half-Day Course

This course focuses on the impact, and responsibility, that managers and supervisors have for cultivating a work environment that is positive, productive and successful. Managers and supervisors are provided suggestions, strategies and solutions for enhancing workplace relations, including approaches that deal specifically with professional conduct and behavior, effective communication, valuing others, collaboration and conflict resolution.

Employees

Half-Day Course

This course is designed to inform employees of approaches for enhancing and optimizing workplace relations. Employees learn how they can personally contribute to creating a professional work environment that is positive, productive and successful for all.

Diversity 101

Managers

Half-Day Course

This course highlights for managers and supervisors the essentials for managing a diverse workforce, while focusing on the dimensions, rationales and responsibilities, incumbent of managers and supervisors, for building organizational strength and effectiveness through recognizing, appreciating and valuing diversity in the workplace. Employee morale and productivity are also discussed relative to influencing employee behavior and perception surrounding differences in order to maximize performance, complement potential and leverage synergy. Strategies and best practices for recognizing, valuing and managing diversity are also featured.

Employees

Half-Day Course

This course is designed to engage employees in critical thought and discussion about diversity from a workplace perspective, along with contemplating the positive outcomes associated with understanding and valuing the differences of others. Employees discover multiple dimensions of diversity and how those dimensions can impact their own behavior and perceptions of others. Strategies for developing competencies for effective workplace relations are presented.

